

*Greensboro*  
*Human Relations Commission*

*Complaint*  
*Review Committee*  
**Understanding**  
**the Police**  
**Complaint**  
**Review Process**

**UNDERSTANDING THE  
POLICE COMPLAINT REVIEW PROCESS**

Citizens can now voice their complaints against Police Department employees through the Complaint Review Committee of the - Human Relations Commission. Also if your complaint was filed directly with the Police Department and you are not satisfied with the results of the investigation, you may seek assistance from the Complaint Review Committee by filing an Appeal.

**The Citizen Complaint Process**

The Complaint Review Committee and the Police Department encourage any citizen who believes he or she has a valid grievance to file a report. Only by knowing about these incidents can the Police Department properly investigate and take the appropriate action to address them.

The Internal Affairs Unit of the Greensboro Police Department oversees allegations of misconduct or rules violations by Police Department employees. Internal Affairs provides citizens with a procedure to protect citizens rights by bringing their concerns directly to the Police Department and a system that protects Officers from false charges and unwarranted criticism.

**Why File a Complaint?**

Law enforcement personnel must enforce the law in a fair and impartial manner, protecting the rights of all parties involved, in what can too often be dangerous and complex situations. You should file a Complaint to protect your rights and interests as a private citizen.

**When Should You File a Complaint?**

If you feel that you have been treated improperly, you should file a complaint to ensure that Police Department employees perform their jobs in accordance with the Rules and Regulations of the Department.

**HOW THE PROCESS WORKS**

**1. A Complaint is Filed**

You may file a report in person, by mail or by phone with the Complaint Review Committee at (336) 373-2038, or the Police Department Internal Affairs Unit at (336) 373-2468 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

To file a Complaint in person or by mail with the Complaint Review Committee, the office is located at 300 W. Washington Street, Plaza Level Room 118, Greensboro, NC 27401, Attn. The Administrator.

To file a Complaint in person or by mail with the Police Department, you may contact the Internal Affairs Unit located at 300 W. Washington Street, Level UG, Greensboro, NC 27401.

You are encouraged to provide as much information as possible about the incident which led to your complaint, the time and date of - occurrence, location, the Officer's name/badge number {if known}, and the names and telephone numbers of any witnesses. A - Complaint to the Complaint Review Committee must be made within 60 days of the incident and an Appeal must be made within 30 days of the date in the Determination Letter issued by the Police Department.

**2. The Complaint is Investigated**

Once a Complaint is filed, it is assigned to an investigator in Internal Affairs or the appropriate supervisor in the Officer's chain of command for investigation.

### ***3. The Complaint Review Committee Meeting***

In cases where the Complaint is made to the Committee or an Appeal is made from the initial determination by the Police Department, the Complaint Review Committee will review the investigation to determine if all allegations were adequately addressed.

If the Committee is satisfied with the investigation and determination, the Chair of the Committee will notify you in writing of the results and close the case. Copies of the closing letter will be sent to the City Manager's Office, Legal Department and the Police Chief.

If the Committee is not satisfied with the investigation and issues still remain, any or all of the following steps will be taken to resolve the matter:

- **Request** additional information or investigation in writing to the Internal Affairs Unit;
- **Meet** with the Complainant to clarify issues;
- **Conference** with the Police Chief.

### **4. City Manager's Decision**

If issues remain unresolved after the Committee meets with the Police Chief, the Complaint Review Committee will Appeal to the City Manager stating the grounds for disagreement and making recommendations. When the City Manager's decision is received, the Complaint Review Committee will notify you in writing and close the case.

## **THE DECISION ON YOUR COMPLAINT**

Whether your Complaint or Appeal is filed with the Complaint Review Committee, or your Complaint is filed directly with the Police Department, you will receive a letter, which tells you the decision reached, and the reasons for that decision. All cases filed directly with the Police department are eligible for appeal and their letter will include information to help you with that process.

Decisions on allegations of police misconduct are settled in one of four ways:

- **Sustained-** The allegation is proven by evidence.
- **Unfounded-** There are insufficient facts submitted to support the allegation.
- **Not Sustained-** The investigation did not disclose enough information to prove or disprove the allegation.
- **Exonerated-** The incident in question occurred, but the Officer involved acted lawfully and properly.

If the allegation is sustained against an Officer, the Chief of Police or a supervisor takes the proper corrective measures. Officer is notified of the outcome of the investigation and, if warranted, any resulting disciplinary action. The letter you will receive will not disclose the specifics of any resulting disciplinary action since this is not permitted under North Carolina law.

## **THE PROCESS FOR COMMENDING A POLICE DEPARTMENT EMPLOYEE**

If you have been assisted by a Police department employee and you want to praise or commend the employee, you may call or write to:

**Greensboro Police Department  
Office of the Chief of Police  
300 W. Washington Street  
P.O. Box 3136  
Greensboro, NC 27402-3136**

**(336) 373-2450**

Monday through Friday  
8:00 a.m. – 5:00 p.m.

## **Human Relations Commission**

### **Mission Statement**

*“To improve the quality of life  
for Greensboro citizens by encouraging  
fair treatment and promoting mutual understanding and respect among all people”*

## **Complaint Review Committee**

### **Vision Statement**

*“To advocate for actions that create equal treatment, trust, appreciation of diversity,  
and promote justice”.*